

ROUND ROCK PUBLIC LIBRARY

VOLUNTEER ETHICS AND RULES

1. Volunteers are expected to be reliable, dependable and prompt.
2. All information on patrons, volunteers and staff is confidential and may not be shared. In the same spirit, the library honors the confidentiality of information regarding volunteers. Only administration, supervisors and Volunteer Team members have access to volunteer files with personal information.
3. No discrimination or harassment of any kind will be tolerated. This includes, but is not limited to sexual, racial, age, or verbal.
4. You and your work assignment are important to the library. Please do your best to accomplish tasks as accurately and as quickly as you can. Ask questions as needed.
5. Telephones are provided to conduct library business. Personal calls, either incoming or outgoing, and personal visits should be kept to a minimum.
6. All property of the Round Rock Library is for Library use only.
7. Always be respectful and polite to all patrons, volunteers and staff.
8. Attending orientation and training sessions are required.
9. Contact the Library in advance, when you cannot report for work at the scheduled time. (Make sure that your name and your assigned division are clearly understood. After two unscheduled absences, volunteers will be dropped from the program.
10. All volunteers must record the hours worked to the nearest ¼ hour.
11. Using or possessing, or being under the influence of alcohol or illegal drugs will not be tolerated. Smoking is not permitted in the Library.
12. Volunteers are required to wear their badges and abide by the dress code.
13. Volunteers are given one 15-minute break for every four hours of consecutive work. Breaks may be taken in the staff break room.
14. Refer all questions about library policies and procedures from library users to staff members.
15. A verbal or written resignation or a request for reassignment should be submitted to the Volunteer Coordinator or supervisors.